



DPW

PATENTS
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
 Baggenstoss et al.) Examiner: **Nguyen, Quynh H.**
)
 Serial No.: **10/733,137**) Art Unit: **2642**
)
 Filed: **December 11, 2003**) Confirmation No. **8268**
)
 For: **Managing the Selection of Performance**)
 Interventions in A Contact Center)

INFORMATION DISCLOSURE STATEMENT

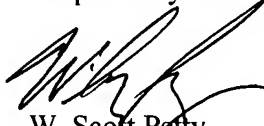
Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. Applicants have not enclosed a copy of any cited U.S. patents or U.S. patent application publications. Applicants have enclosed a copy of each cited foreign patent document and non-patent literature.

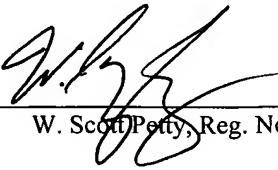
The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

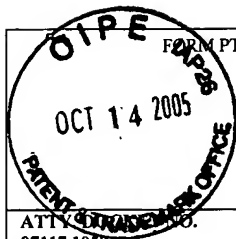

W. Scott Petty
Reg. No. 35,645

King & Spalding LLP
191 Peachtree Street, N.E., 45th Floor
Atlanta, GA 30303
404.572.4600
K&S Docket: 07117.105017 US CIP
3869382

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 12, 2005.



W. Scott Petty, Reg. No. 35,645



FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*

ATTY. REF. NO. 07117.105017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
	AK					YES	NO
	AL						
	AM						

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
	AO		
	AP		
	AQ		

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	